




## MEMORANDUM

**TO:** Mayor and Council

**FROM:** Greg Meszaros, Director, Austin Water 

**DATE:** October 1, 2021

**SUBJECT:** Austin Water Response Update to Budget Rider 16, Multifamily Customer Assistance Program Expansion Update

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Austin Water (AW), worked collaboratively with Austin Energy (AE) and Law, to implement the Council adopted FY2021 Budget Rider 16 directing Austin Water to develop a multifamily Customer Assistance Program (CAP) water and wastewater bill discount. Action was taken on December 10, 2020 by Council that approved a budget amendment to AW's Community Benefit Charge (CBC) Fund. The amendment authorized AW to reimburse AE for the CAP credit provided to AW multifamily CAP customers on AE's electric bill and to amend AW's fee schedule to authorize the recommended multifamily CAP discount. AW serves 5,600 multifamily complexes with a single master meter.

### **Phase I: AW Multifamily Credit on AE Bill**

Overview: Water and wastewater bill discounts for qualifying AW multifamily CAP customers cannot be provided directly through an individual water bill due to these accounts being served by master meters. For most of these accounts, AE meters and bills each multifamily unit separately and provides a CAP discount to those qualified customers. This provides an opportunity for AW to extend its CAP program to multifamily customers by applying an AW discount to the AE electric bill and reimbursing AE for the costs of the AW discount and administrative costs. Implementing this phase will provide AW multifamily CAP benefits to 98% of the multifamily complexes served by AW.

Current Status: AW Phase I multifamily CAP customers began receiving the multifamily bill credit of \$17.00 (\$11.00 for water and \$6.00 for wastewater) on their Austin Energy electricity bill in April 2021.

### **Phase II: AW Multifamily that Reside Outside AE Service Area**

Overview: There are approximately 100 multifamily complexes served by electric utility providers other than AE and an additional 18 multifamily complexes master metered by AE.

Current Status: Phase II is underway, and AW is working with AE and its third-party eligibility service provider to identify eligible multifamily CAP customers outside of AE's service territory. AW plans to provide the discount in the form of direct payments to eligible AW multifamily CAP customers. AW expects Phase II customers to begin receiving AW multifamily CAP discount payment by March 2022.

xc: Spencer Cronk, City Manager  
Jackie Sargent, General Manager, Austin Energy  
Joseph Gonzales, Assistant Director, Austin Water